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## **HANDOUT RL-1**

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### ***TIM AND ROLLY***

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#### **SITUATION**

Tim knows that his friend Rolly has been partying pretty hard lately. One day, Rolly goes to Tim's at around noon, looking very hungover. Sounding very concerned, Rolly says, "I'm afraid my drinking is out of control."

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#### **TIM'S RESPONSES**

Response 1: "Hey man, don't sweat it. Everyone parties a bit too much now and then."

Response 2: "So you feel like you might have a problem with this."

## WORKSHEET RL-2

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### REFLECTIVE LISTENING

**Reflective Listening:** Is a way of interacting in which the “listener” avoids closed responses, and instead uses open responses to reflect what the speaker says and feels.

**Closed Response:** Denies a person the right to his or her feelings by demonstrating the listener’s unwillingness to accept and understand.

**Open Response:** Acknowledges a person’s right to his or her feelings by demonstrating that the listener accepts what he or she says and what that shows about how he or she feels. An open response indicates that the listener understands.

#### Examples

<b>Opening Remark:</b>	My boss is such a goddamned jerk!
<b>Closed Response:</b>	Oh, it’s not as bad as all that.
<b>Open Response:</b>	It sounds like you’re angry at him.
<b>Opening Remark:</b>	I keep having these cravings. I’m afraid that I’m due for a major slip.
<b>Closed Response:</b>	It’s just life, buddy. Everyone’s got cravings — you just gotta deal with it.
<b>Open Response:</b>	You’re really worried that you’re going to drink again, huh?

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#### CHALLENGE 1

**Opening Remark:** I’m pretty freaked out about what happened today at group.

**Closed Response:** \_\_\_\_\_

\_\_\_\_\_

**Open Response:** \_\_\_\_\_

\_\_\_\_\_



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## CHALLENGE 2

**Opening Remark:** I don't know how I feel about the new counselor that got assigned to me.

**Closed Response:** \_\_\_\_\_  
\_\_\_\_\_

**Open Response:** \_\_\_\_\_  
\_\_\_\_\_

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## CHALLENGE 3

**Opening Remark:** I'm so bored! I've got to find some way of having some fun soon, or I'm gonna lose it.

**Closed Response:** \_\_\_\_\_  
\_\_\_\_\_

**Open Response:** \_\_\_\_\_  
\_\_\_\_\_

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## CHALLENGE 4

**Opening Remark:** You know my daughter, Clare? She's been acting strange lately, and I'm really worried about her.

**Closed Response:** \_\_\_\_\_  
\_\_\_\_\_

**Open Response:** \_\_\_\_\_  
\_\_\_\_\_



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## ANSWER KEY RL-2

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### REFLECTIVE LISTENING

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#### CHALLENGE 1

**Opening Remark:** I'm pretty freaked out about what happened today at group.

**Closed Response:** A little freak-out is good for you every now and then.

**Open Response:** You sound like you're upset about what happened.

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#### CHALLENGE 2

**Opening Remark:** I don't know how I feel about the new counselor that got assigned to me.

**Closed Response:** What's to feel? One counselor's like another.

**Open Response:** You're not sure about how you feel about the guy?

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#### CHALLENGE 3

**Opening Remark:** I'm so bored! I've got to find some way of having some fun soon, or I'm gonna lose it.

**Closed Response:** Don't worry. It'll pass.

**Open Response:** You really feel like you need a good time.

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#### CHALLENGE 4

**Opening Remark:** You know my daughter, Clare? She's been acting strange lately, and I'm really worried about her.

**Closed Response:** All kids go through stages — it's nothing to worry about.

**Open Response:** So you're concerned about how Clare's been acting, eh?

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## **HANDOUT RL-3**

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### ***TIPS FOR REFLECTIVE LISTENING***

- 1.** When you prepare your reflective comment, make sure you include all of the messages you've received (body language and tone of voice) — not just what the speaker has said.
- 2.** Use your own words to say what you think the other person is feeling — don't just repeat the exact words the other person used.
- 3.** Keep your comments brief. Your objective is to get the other person to tell you more.
- 4.** Use phrases like “**it sounds like** you feel...” or “**it seems like** you're pretty angry...” To avoid sounding too certain, or like a mind reader. You can also use a questioning tone of voice, or turn your statement into a question: “You feel pretty bad about that, eh?”
- 5.** Don't overdo it. Reflective listening is an effective tool for helping other people feel comfortable in telling you what they are feeling and thinking. It is not a substitute for conversation.

## **WORKSHEET RL-4**

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### ***INSTRUCTIONS***

- 1.** On your own, write a very short scenario that features two people. You should explain their relationship in the scenario. One of your characters should be concerned about something. The scenario should end with that person's Opening Remark.

Example: Tony and Brad are good friends. Tony's been going out with a girl named Wendy, and lately it's seemed like she's cooling off on him. He really likes Wendy and he's afraid that she's going to dump him. When he meets Brad at the coffee shop, this is his opening remark: "Wendy's been sending me some bad signs, man."

- 2.** Work with your partner to develop a role-play based on your scenario. Your partner should deliver the Opening Remark you wrote, and you should then role-play the character that will use reflective listening at various points in the conversation.
- 3.** You'll also develop a role-play based on your partner's scenario. That means that together you'll develop two role-plays, and each of you will get to play the Reflective Listener in the scenario you wrote yourself.